

Parking is tariffed for unloading and loading. Contact the CPOC if CLECs denied parking.

- Northpoint: Could the CPOC go out for turnover and attend the checklist walk-through. Should have a 1-800 number for access problems. Statewide consistent process for turn up and problems.
 - **PB Action item: 1-800 for access problems (e.g. changed keypad or guard problem).**
- AT&T: Cooperative spirit would be to provide warm dialtone at the cage and an extension cord for AC power to get CLEC up and running rather than taking weeks to resolve these turn-up problems.
- ICG: SoCal problem with card key access. Inconsistent policy with installation contractors, must they be escorted or work with CLEC engineers. ICG is willing to work with PB to provide info on when access is necessary.
 - PB will give all codes, cards and keys to LOF supes (in the past LOF supes have not had keys returned, which means they aren't available for others to use). Shortage of qualified techs and contractors/vendors for the demand load for collo but PB is responsible for the network and cannot accept the CLEC's help.

3. PB: Collo Space Denial and Third Party Engineer Walk Through

- AT&T and Worldcom: CLECS want access to the plans and want to participate in the 3rd party engineer walk through with non-disclosure. The entire building should be considered. Are there areas that have been designated by PB as non-useable for CO equipment through historical review? FCC 706 NPRM/Order has collo language that allows for the CLECS to walk through.
 - PB response: This has not been done in the past. PB believes that there will be disputes in the use of the CO space and the issue will go to a 3rd party or some type of arbitration.
- ICG: Has any CLEC looked at the denied space record. PacBell has not made proper notification that floor plans for denied space are at the CPUC and at PacBell Legal.
 - PB response: Floor plans are available, as indicated in homework.
- Worldcom: The notification of all issues around collo should be made available in writing on a timely basis. This has not been the case.
 - PB: To be done in the collocator handbook and the Accessible Letter Process, these are living documents. **Action Item: PB explore a global initial denial of space or letter of notification indicating that the process is before the CPUC.** Collo admin has a distribution list for the denial of space to those CLECs on the list but the accessible letter is under the ICA and goes to only those CLECS that have collo in their ICA.

- Staff: Can a denial of space be put on a PacBell's Website? Can the latest version of the Collo Handbook be put on the Web?
 - PB Response: PB is exploring putting this on the Web.
- ACI: Wants to be included in 3rd party walk through and also be able to review the 3rd party engineer's findings.
- Worldcom: The 3rd party submits documents (BFR for CO that has not had collo to date) and the floor plans to the CPUC only if new space is not found. Is PB bound by 3rd party findings?
 - PB response: If CLEC challenges the 3rd party process the submission to the CPUC occurs. Is the 3rd party recommendation like a binding arbitration for PB? Yes.

4. PB First Come First Served Process Sheet

- BFR Process only applicable for offices with no prior collo.
- Tariffed Office Request and Application Process starts the queue process for the CLECS for collo space. This is a going forward process. **Action Item: PB will make changes to the process for collo space adopting CLEC's first come first served proposal.**
- CLECs will review the process and get back this afternoon.
- PB: Historically the quote process started the queue. This new process will be the going forward process. The 2 processes will be mutually exclusive. The tariff must be changed to reflect the new process.
- PB, in the old process, has begun work on provisioning. Some CLECs are not satisfied with the progress of designation of space and notification of placement in the queues. Not all CLECs have been notified on all of the offices at this point. **Action item: PB will research which offices could be set up for common collo.**

5. PB Reservation of Collo Space

- PB: Reservation of space in the CO. Equipment is designated as dissimilar (not the same as the CLECs) or similar (same as CLECs). Reference to 1st R&O, 51.323 (f)(4). Footprints designed for growth (new switches) and turnaround space (for staging etc.) -- set at 2 years. The FCC does not make a determination on reservation time period for switches.
- ICG: PB's reservation of space for its switching equipment is 5 years (see Pac Bell H.W. solutions).
 - PB response: The switch growth pattern is typically at 20 years, but PB will not define a time frame for turnaround.

- AT&T: So the usable space is taken up in anticipation of the switch growth and the space is effectively removed. Checked FCC cite at 51.232, it has no reservation information in the cite. **AT&T Action Item: Will bring FCC cite on the State Commission role in the determination of switch space reservation.**
- ACI: How does a CLEC reserve space for collo, should it be equivalent to PB reserving for 2 years in the spirit of the Act?
 - PB response: CLECSs can reserve space for the 2 years. But, within 180 days must interconnect something to show a good faith effort against warehousing. Will alert Commission as to the non-use.
- AT&T: PacBell should have the same 2 year reservation process as the CLECs have, along with a requirement for the good faith usage. AT&T has a 1 year period in their ICA. AT&T asks if expansion plan could include contiguous cages as the reserved space so that the cages in the future can be together. This is not a formal reservation but rather something to be considered in planning the space. Can this be memorialized in the Collo handbook? Could a rental fee be applied for this type of reservation?
 - PB response: Will consider if space available in the CO.
- ACI: Believes that CLECs are not getting space due to PacBell's reservation of space for dissimilar equipment; also, interval for reservation for similar equipment used for transport should only be 6 months. The process is arbitrary and does not have accountability. Also CLECs forced into an uneconomic decision of applying for more space than needed to ensure room for growth but are charged for the space by Pacific.
 - PB response: The ultimate amount of space needed for the switch or the dissimilar equipment is what drives the space needed. The ultimate growth is the factor to determine the economic engineering for the full utilization of the equipment. For the similar equipment for the interconnection services they will relinquish space to the CLECs if not used in the 2 year period.
- ACI: Would PacBell submit the switch planning information to CLECs for dissimilar equipment?
 - PB response: No, but will share with the Commission staff and the 3rd party engineer prior to the visit.
- PB presentation on the mechanics of the floor space designation: Assume a popular office (generally small digital offices of approx. 50 to 100K lines, small admin and power requirements for the CO). This is opposed to the large footprint at 192K growth. Some small popular offices are slated for 1A replacement which will free up space for collo. First collocater CLEC pays the full cost per the tariff.
 - AT&T: Concern that in very tight offices of this type, collo would be denied, due to inability for 7x24 access.

- ELI: If the CLEC has invested in the collo space but is not using and new collocators are being denied, can the original collocator be reimbursed for the buildout?
 - PB response: This has not happened but will cooperate to define a process for this problem. Perhaps a collocator sublease can be arranged.
 - AT&T suggests that the reservation process be pared to 1 year as opposed 2 years, which would alleviate some of the CLECs concerns.

6. PB Floorplan Presentation

- PB plan shows open space and is in scale with CO usable space and the extension of the switch to its final build out location along with battery and power backup. All MDF and cable spaces and the vault and the transport equipment and frames and general notes on the type of equipment. Does not show if equipment is working or not. Admin space is noted for the equipment and actual switch support. Dotted lines denote the switch/frame expansion space. The affiliate space is shown as well as the collo space for CLECs.
- MCI: Does the plan show the equipment that is going to be removed as blank? Does it show the space reserved for affiliates? Does Pacific survey idle space for itself as a parity concern?
 - PB Response: no idle space, and no reservation of space for affiliates. All space is designated as switch/MDF and power that can be reserved. The loop and interconnection growth is designated separately.
- AT&T: For the common cage collo offices will there be floor plans for available?
 - PB Response: Only offices where space not available.

7. Collocation of Non 272 Affiliates

- PB presentation: ASRF, or the affiliate service request form is used and the non-tariff nature of the request requires an 851 application (2-4 weeks to prepare) and CPUC approval (3 -18 months) as a ratesetting proceeding under SB 960. After 851 approval then the process is the same as the CLEC process.
- AT&T: What are the differences in the equipment and access for the affiliates and the CLECs? What are the authorities for the difference? Can the reservations for the space for affiliates cause a denial of space for CLECs? The secure access does not apply to affiliate employees as to CLECs so that CLECs can be denied space for the access requirements as brought up before.
 - PB response: PBMS has switching and access equipment as well as transport. PBIS has v-mail equipment. The secure access problem is hypothetical because no affiliates moved into the spaces since 1997.

PB Action Item: Check the citation on enhanced service providers and their rights under the Act and other Federal authorities.

- Worldcom: What is the queue determination for the affiliates v. the CLEC and what are the limitations on affiliate's space reservation? Posits that the affiliates reserved space will not be reported in the floor plan.
 - PB response: The collo tariff limitations do not apply to affiliates, so they may request more than the standard 10'x10' space in the tariff.
- Staff: If the 851 process is used only for space that is not used and useful for the utility what is the relationship of its use v. the space measure for the CLECs and the application for collo. Is the affiliate vying for the same space?
 - PB response: The 706 NPRM may change how this space is allocated for the affiliate in switch placement as opposed what the CLECS can do. **PB action item: Track the matrix of process of affiliate v. CLEC collo as in the Data Response to MCI.** CLECs could not use the affiliate request form because the access and equipment is not the same for affiliates.
- Northpoint: What are the account manager and team structures for the affiliates requesting collo space after the 851 is approved?
 - PB response: Same as for the CLECs with the CPOCs etc.
- Staff: Real estate management doc...do affiliates have the ability to collocate in space that is not used and useful (via the 851 process). This may be hypothetical because there are only 2 offices on the denied list where the affiliates are located.
- AT&T : Cost basis for the affiliates collo charges? Does the use of a statewide average result in CLECs and affiliates paying different rates in some COs?
 - PB response: Cost basis from the intrastate tariff, fully distributed costs and statewide averages of the space with an CPI factor addition and reexamined every 4 years. CLECs pay by office while affiliates have state-wide average.

8. RSM Issues

- AT&T problem: Technically it is feasible to route calls via the RSMs to bypass the switch and the PacBell network. It is up to the State Commission to determine the functionality and the use of the RSM? RSM has capabilities to complete calls without the host switch.
 - PB response: The RSM is a virtual switch and the FCC rules are clear that interconnection is for UNEs and that this bypass is creating the virtual network by the RSM performing switching functions.
- ICG: What are the uses of the RSMs according to PacBell?

- PB response: RSMs are to be used to switch lines to PacBell switch. PacBell has agreed to collocate RSMs if used as non-switching equipment because CLECs have argued that the RSM technology is cheaper. FCC does not require switch collocation.

9. Agreements for the Collo Request Process and Timeline for 3rd Party Review per the Pacific Bell Handouts)

- PB: The issue is whether a check should be required before PB begins construction of the collo facility.
- MCI: Has suggested a construction like "performance bond" that the CLEC could use in lieu of submitting the check. The argument is that a check is not necessary but some other vehicle would serve the CLEC and act a promissory note.
- PacBell proposal for the 3rd Party verification process is objectionable to the CLECs. CLECs want to be involved in the walk-through. CLECs also object to paying for the 3rd party engineer.

Sep-11-98 12:33P PAYTEL SUPPLY Co.

3106372359

EXHIBIT 3

Southern Pacific Communications

1176 Sandhill Avenue, Carson, CA 90746

Phone: (310)-632-8995

1-(800)-610-8995

Fax: (310)-632-8016

TO : MGC
FAX# : 909/481-0360
ATTN : Jeff Fraser

DATE : 9-11-98
REF :
FROM :

TOTAL PAGES FAXED (INCLUDING THIS COVER PAGE) 3

MESSAGE:

RE: Uptown Gym & Fitness
12912 E. Philadelphia
Whittier, CA

"Conversion"

The above referenced location was converted from GTE to MGC about two months ago. However, our customer has received a bill from GTE (which they shouldn't pay any bills anyway). Attached please find a copy of the bill for your review. Please take care the matter & make sure that customers will not receive any further bills. Please advise.

Enclosed is a copy of all ANIS converted at the same time. Please check & make sure that these customers don't receive ANY PHONE BILLS.

Regards,

Esther



TELEPHONE NUMBER

562 181-1201

ACCOUNT NUMBER

012865119370665309

BILL DATE

September 1, 1998

PAGE 1 OF 4

Helpful numbers

GTE billing
questions call
1 800 483-5000

GTE repair
call
Customer Care
1 800 483-2000

Centro Hispano
de GTE
1 800 483-4522
Para asistencia en
espanol-ordenes,
cobros o servicio
de reparacion

BILLING SUMMARY

SOUTHERN PACIFIC COMM

Previous charges

Amount of last bill	\$.00
No payment received.	.00
Balance	\$.00

A 1.50% Late Payment
Charge applies
(Oct 2, 1998).

Current charges

GTE basic service charges	\$ 45.16
Total current charges	\$ 45.16

Total amount due	\$ 45.16
Due date	September 25, 1998

MGC
(462) 3201
1563

Please see reverse side for additional information.

Detach and return this section with your check payable to GTE.

210*HBRDA1
00033577 A10000268613
01-CA 2865
5621811201 19980807

TELEPHONE NUMBER

562 181-1201

ACCOUNT NUMBER

012865119370665309

Please pay
this amount. ►

Total amount due	\$ 45.16
Due date	September 25, 1998

It's our
privilege to
serve you.

AC09015.125.33577 1 AV 0.238

+ 09/12/98

SOUTHERN PACIFIC COMM

12912 E. PHILADELPHIA ST

WHITTIER CA 90601-4119



|||||
GTE California
Payment Processing Ctr
Inglewood, CA
90313-0001

01 2865 1193706653 09N00000000000 00000004516 03



July 17, 1998

Esther Chang
Southern Pacific Communications
Fax 310-637-2359

Esther:

Below is information on the lines that will be installed to MGC dial tone on July 22 thru 27th, 1998.

Location	Address	GTE	MGC	Date Due
Best Paging	576 S Barranca, Covina	-	626-653-0472	7/22/98
Family Custom Kitchen	1431 E Mission Bl, Pomona	-	909-524-0642	7/23/98
Pacific Tire & Auto	883 E Holt Av, Pomona	-	909-524-0643	7/23/98
Econo Trans #2	1209 E Holt Bl, Pomona	-	909-524-0542	7/23/98
Northern Lights Mobil	4300 Holt Bl, Pomona	-	909-670-0365	7/24/98
Blood Covenant	888 E Holt Bl, Pomona	-	909-524-0660	7/24/98
G & M Oil Inc	11770 Washington, Santa Fe	562-464-9699	562-320-0560	7/24/98 ✓
		562-464-9829	562-320-0562	7/24/98 ✓
Goodwill	11223 E Washington, Whittier	562-692-4415	562-568-0345	7/24/98 ✓
Joe Tadlock Auctioneers	13418 Leffingwell, Whittier	562-903-0976	562-903-0976	7/24/98 ✓
Big Bob's Liquor	409 E La Habra Bl, La Habra	562-694-5733	562-267-0474	7/24/98 ✓
T-Shirt Mart	9415 Whittier Bl, Pico Rivera	562-699-3761	562-568-0547	7/24/98 ✓
Los Charros Bar	4305 S Rosemead, Pico Rivera	562-692-2568	562-568-0521	7/24/98 ✓
Brian's Auto Repair	9459 Whittier Bl, Pico Rivera	562-695-2052	562-568-0451	7/24/98 ✓
Uptown Gym & Fitness	12912 E Philadelphia, Whittier	562-464-0478	562-320-0561	7/24/98 ✓
Albertito's Fast Food	430 W Whittier Bl, La Habra	562-691-2895	562-267-0320	7/24/98 ✓
Valley Shopping Cntr	622 E Arrow Hwy, Pomona	-	909-524-0630	7/27/98
Valley Shopping Cntr	686 E Arrow Hwy, Pomona	-	909-524-0631	7/27/98
Valley Shopping Cntr	782 E Arrow Hwy, Pomona	-	909-524-0632	7/27/98

If you have any questions on these line conversions, please call me at (909) 455-1502.

Thank you,

Kevin Reynolds

Kevin Reynolds
Major Account Representative
MGC Communications

Block + remove Sign
cust. will advise status
GTE mistake
New #
(562)
320-1563



MGC Communications, Inc.

EXHIBIT 4

May 28, 1998

Ms. Sandra Reinbold—Carrier Markets
GTE California
1GTE Place
MC: CA 500 CM
Thousand Oaks, CA 91362
Via fax: (805) 373-1496

Dear Sandra:

Please find the enclosed list of MGC business customers that GTE requested in an attempt to cure the acceleration of yellow page bills for new MGC customers when they switch from GTE. This list is being provided to GTE under protest. The only reason that MGC is divulging this information to GTE is to ensure the prompt resolution of this very serious problem. MGC customers have been receiving accelerated yellow page bills for the past several months and MGC has been told, on several occasions, that GTE has fixed the problem and MGC customers would no longer be erroneously billed. Accordingly, MGC is divulging its business customer list to expeditiously remedy this problem. Finally, if GTE utilizes this information for any unfair or anti-competitive action, MGC is prepared to vigorously pursue a remedy in the appropriate forum to protect its interests.

Thank you for your prompt attention to this matter. Please call or write me with any progress reports.

Sincerely,

A handwritten signature in dark ink, appearing to read "Scott A. Sarem", written over a horizontal line.

Scott A. Sarem
Sr. Director Strategic Relations
(909) 455-1521
fax (909) 481-0860

cc: Mark Peterson
Kent Heyman
Ellen Robinson
Mark Heitzman

MGC's ONTARIO OFFICE - INSTALLED BUSINESSES

BUSINESS NAME

Adolph Collaso
Bausch & Lomb Surgical
Brown Security Services
Candlelight Pavilion
Carmel Worldwide
CDS Productions
Com Unity Lending
Covina Book Store
CRTC Production Support Services
Darla Lane
Decision Support Consultants Inc
Dr. Mark Waterman
EAC Electronics Company
Foothill Therapy Services
Graphics Express
Hemp Shak
Hill Phoenix
Jennison Engineering
Kessler Alair Insurance
Lane's Automotive
Lightning Speed Computers
Metro Enterprises
Namgajoo Fellowship Church
Northern Pacific Funding Group
Performance Plastering
Public Phone
Remax Masters Realty/Covina
Rosewood Counseling Center
Starquest Internet
Sung J. Yoo MD, Inc.
Sunglo Telecom
Ta-Tech Inc.
TeleTec Telephone Systems
The Grid
The Phone Company
Ticomo Valley Corp. Escrow Division
TS Systems
TST Onramp
Universal Lenders
Vericard Systems
Wallenbrock & Seltzer
Wetworks

**GTE Telephone Operations
North Area**

**Star Quest Internet
459 E. Badillo Street
Covina, CA 91723-2214**

Dear Former GTE Telephone Subscriber:

You may have received erroneous bills from GTE over the last few months when you changed local telephone service providers. Please be advised that the lump sum billing for directory advertising was issued in error. Billing will be corrected and monthly billing for advertising will be reinstated.

Please accept our apologies for any inconvenience this may have caused. If you have any questions or concerns please contact 800-483-0646.

GTE Telephone Operations

GTE North Incorporated/A part of GTE Corporation

UNIVERSAL LENDERS FAX TRANSMITTAL SHEET

Sign up
Date
3-27
Conversion
Date:
4/17



Date: 5, 8, 98 Time: 11:35 A.M.

Sender: Michelle Gibson

Number of pages (including this sheet): 15

To: Chris

Company: M.G.C.

Regarding: -Phone Bills-

Please let me know what happens with these?

Thanks

Note: If any of these fax copies are illegible, or you do not receive the number of copies indicated, please call:



TELEPHONE NUMBER 909 920-3101

PAGE 1 OF 14

BILL DATE April 28, 1998

Helpful numbers

BILLING SUMMARY

UNIVERSAL LENDERS

GTE billing
questions call
1 800 483-5000

Previous charges

Amount of last bill	\$ 1047.26
Payment received. Thank you.	CR 1047.26
Balance	\$.00

GTE repair
call
Customer Care
1 800 483-2000

Current charges

GTE basic service charges	\$ 13.01
GTE non-basic service charges	1931.70
Other basic charges	.98
Total current charges	\$ 1945.69

Centro Hispano
de GTE
1 800 483-4522
Para asistencia en
español-ordenes,
cobros o servicio
de reparacion

Total amount due	\$ 1945.69
Please pay upon receipt	

- Closing statement -
Any delayed charges will
be billed in 30 days.

----- Please see reverse side for additional information. -----

Detach and return this section with your check payable to GTE.

210*HHRDA1
00036022 D20000287179
01-CA 2522
9099203101 19901115

TELEPHONE NUMBER

909 920-3101

Please pay
this amount. ►

Total amount due	\$ 1945.69
Please pay upon receipt	

It's our
privilege to
serve you.

DC0428-6.154.36022 2 AV 0.468

IF US/07/98

UNIVERSAL LENDERS

545 N. MOUNTAIN AV SUITE 109

UPLAND CA 91786-5054



|||||
GTE California
Payment Processing Ctr
Inglewood, CA
90313-0001

01 2522 1137235608 09N00000000000 00000194569 09



TELEPHONE NUMBER 909 920-3101

PAGE 11 OF 14

BILL DATE April 28, 1998

GTE Basic Regional CallsCalls billed to
909 920-3141**Operator Assisted Calls**

Date	Time	Called from	Called to	Type*Period	Min.	Amount
1 Apr 7	9:41 pm	909 920-3141	909 465-0351	Opr Eve	1	\$ 1.04
		Upland CA	Interrupt CA			
Total						\$ 1.04

*Opr = operator dialed call
Col = collect call3rd = third party call
Spl = special collect call

Total basic regional charges \$ 1.04

Basic Service Taxes and Surcharges

	Amount
2 Federal excise tax at 3.00%	\$.37
3 Funding to support the Public Utilities Commission	.04
4 911 State tax	.28
5 ULTS Surcharge	.86
6 Temporary surcharge as allowed by Public Utilities Commission	.47
7 Temporary surcharge as allowed by Public Utilities Commission	CR .01
8 California Relay Service and communications devices fund	.09
9 CHCF-A and CHCF-B	1.03
10 California teleconnect funding surcharge	.15
Total	\$ 3.28

GTE basic service charges

\$ 13.01

GTE NON-BASIC SERVICE**Directory Advertising**

Description	Date	Amount
11 Mo fee for Ontario directory	Jul 20, 1997	\$ 1181.70
12 Mo fee for Pomona directory	Jul 20, 1997	750.00
Total		\$ 1931.70

GTE non-basic service charges

\$ 1931.70

Should be
393.90
250.00
\$ 643.90

05/08/1998 11:28

9099497293

UNIVERSAL LENDERS

PAGE 13



TELEPHONE NUMBER 909 920 3101

PAGE 12 OF 14

BILL DATE

April 28, 1998

Total GTE charges

\$ 1944.71

To order GTE services call 1 800 483-5000 or write to P.O. Box 11328,
St. Petersburg, FL 33733-1328.

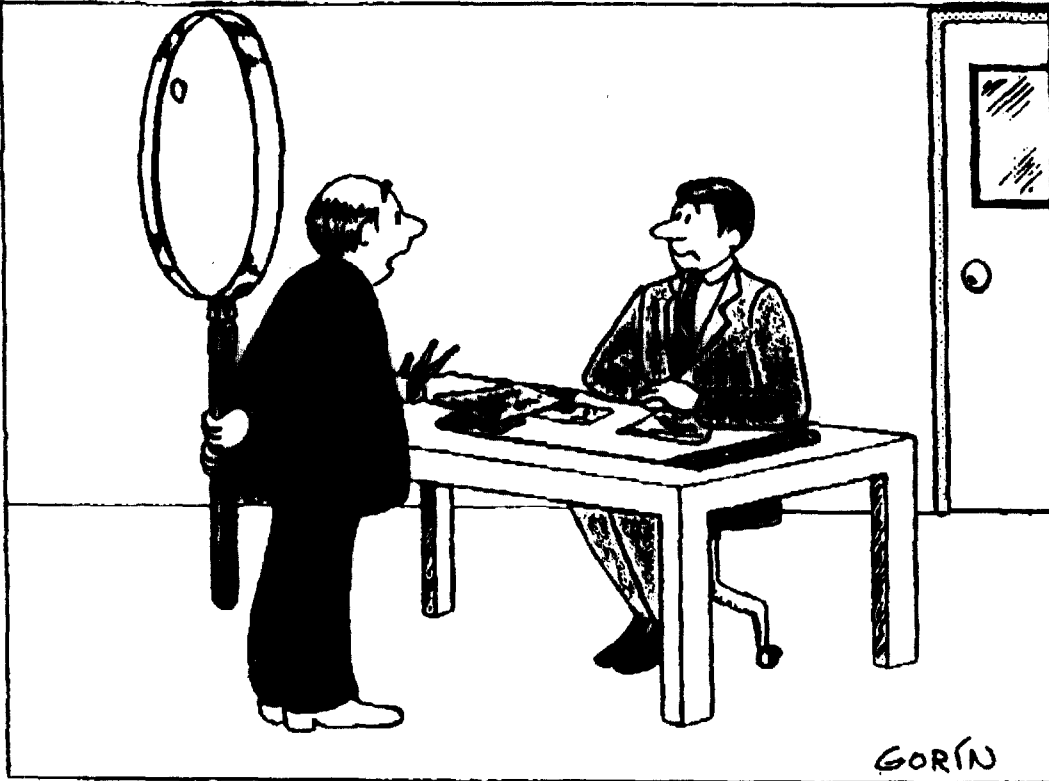
The calling card assigned to this account is no longer valid - please destroy.

Thank you for the opportunity to serve you. You have been a valued GTE customer
with a good payment record. If you need to establish credit at another utility,
please use this message as your credit reference.

T = 12

01 2523 9099203101 901115 09 09 CA210*HBRDA1 00036023 D20000267390

UNIVERSAL LENDERS FAX TRANSMITTAL SHEET



"Whatever makes you think I'll be picky about your work?"

Date: 6/10/98 Time: 4:15

Sender: Michelle Lipson

Number of pages (including this sheet): 2

To: Chris

Company: MGC

Regarding: GTE - Phone Bill -

Please let me know what's going on with these

Note: Thanks
If any of these fax copies are illegible, or you do not receive the same number of pages as stated above, please contact us immediately at the number listed below.



National Credit Management Center
1135 E. Chocolate Avenue
Hershey, PA 17033

JUNE 06, 1998

UNIVERSAL LENDERS
545 N. MOUNTAIN AV SUITE 109
UPLAND CA 91786-5054

RE: (909 920-3101) 901115 12522

DEAR GTE CUSTOMER

Recently, we sent you a closing statement for your former telephone service. Our records indicate that the payment has not been received.

Please send payment today, or call our office at 1-800-483-3740 to make payment arrangements. We accept Discover, MasterCard, VISA, and Western Union.

Any rental equipment must be returned within ten (10) days or your will be billed replacement costs. Questions may be directed to 1-800-483-3000.

If payment has recently been made, it may have been delayed in the mail. Thank you for your payment, and please disregard this letter.

GTE National Credit Management Center

AMOUNT PAST DUE \$1287.80

Yellow Page Balance Only!

The National Credit Management Center is a GTE organization, acting for the GTE company owed the amount.

PLEASE RETURN THIS STUB WITH YOUR PAYMENT

TN 9099203101
MSD 901115

AMOUNT PAST DUE \$1287.80

AMOUNT PAID _____

UNIVERSAL LENDERS
545 N. MOUNTAIN AV SUITE 109
UPLAND CA 91786-5054

01 2522 1137235608 09N00000000000 00000128780 02

DETACH AND DISCARD THIS PORTION

Starquest

Internet Services

459 East Badillo Street
Covina, California 91723-2214
626-331-6868



Please direct this information to:

TODD STIRES

There should be 2 pages, if there are not, please call

JOHN



TELEPHONE NUMBER 626 331-6868

PAGE 12 OF 12

BILL DATE May 25, 1998

GTE NON-BASIC SERVICE**Directory Advertising**

Description	Date	Amount
1 Mo fee for Covina directory	Dec 15, 1997	\$ 1172.50
Total		\$ 1172.50

GTE non-basic service charges**\$ 1172.50****Total GTE charges****\$ 1288.30**

If you have questions, refer to the helpful numbers on Page 1 of this bill.
If you experience repair problems with your GTE Long Distance,
please call 1 800 483-8494.

To order GTE services call 1 800 483-5000 or write to P.O. Box 1098,
Huntington Bch, CA 90607-4007.

Thank you for the opportunity to serve you. You have been a valued GTE customer
with a good payment record. If you need to establish credit at another utility,
please use this message as your credit reference.

STARQUEST



GTE Netwo **EXHIBIT 5**

One GTE Place
Thousand Oaks

July 24, 1998

Mr. Scott Sarem
MGC Communications
3400 Inland Empire Drive, Suite 201
Ontario CA 91764

Subject: Covina Bookstore

Dear Scott,

This letter is in response to your concern that the 411 directory listing for Covina Bookstore was inadvertently deleted from the database and reentered incorrectly. I have escalated your concerns to the executive level in GTE's Operator services group. Please be assured that GTE's goal is to handle all directory listings with complete accuracy.

You have asked me for a guarantee that this problem will never occur again. GTE will continue to make every effort to prevent such occurrences in the future, and to fulfill the obligations of our interconnection agreement with MGC. If you have any concerns or problems in the future, please do not hesitate to contact me immediately.

Sincerely,

A handwritten signature in cursive script that reads "Sandra S Reinbold".

Sandra S. Reinbold
Account Manager

cc: Ellen Robinson, GTE
Steve Sallee, GTE



July 24, 1998

GTE Network : EXHIBIT 6

One GTE Place
Thousand Oaks, CA

Mr. Scott Sarem
MGC Communications
3400 Inland Empire Drive, Suite 201
Ontario CA 91764

Subject: SG Creative Services

Dear Scott,

This letter is in reference to your concerns that all six of SG Creative Services lines were not converted over to MGC on June 2, 1998. Also, one of the six lines, 909-625-2323, was moved out of the hunt group and is now generating a bill.

The six numbers are:

- 1) 909-625-7111 main, billing number
- 2) 909-625-2968
- 3) 909-625-4063
- 4) 909-625-7651
- 5) 909-625-0982
- 6) 909-625-2323

GTE's records show:

<u>MGC PON#</u>	<u>Line Qty</u>	<u>Service Type</u>	<u>LSR Version #</u>
10-00001120	3 lines	Loop	4S
10-00001212	2 lines	Loop with INP	2

These two PONs reference each other and do not reference any other PONs. The five lines (phone numbers 1 - 5) were converted to MGC on June 2, 1998 and all charges for GTE dialtone services ended on that date. The sixth line, 909-625-2323, was not included on the PONs and therefore remains a GTE number, generating a monthly bill for dialtone and associated usage charges.

If 909-625-2323 should have been converted to MGC, please provide a copy of the relevant LSR and GTE will update the records.

Sincerely,

Sandra S. Reinbold
Account Manager

cc: Ellen Robinson, GTE
Steve Sallee, GTE



700 Wharton Drive Claremont, CA. 91711 Tel: 909.625.7111 Fax: 909.625.0982

ORGANIZATION: MCnC
ATTENTION: CHRIS
SENT BY: Friends

DATE: 7/23/94
NO. OF PAGES FOLLOWING
FAX #: 909-481-0373

Here's our Telephone Bills
There's ~~2~~ 2 in total Call me
if you have any?

A handwritten signature in black ink, appearing to be 'B. L.' or similar, written on a set of horizontal lines.



TELEPHONE NUMBER 909 625-2323
 ACCOUNT NUMBER 012556118661503610
 BILL DATE July 7, 1998

PAGE 1 OF 6

Helpful numbers

GTE billing
 questions call
 1 800 483-5000

GTE repair
 call
 Customer Care
 1 800 483-2000

Centro Hispano
 de GTE
 1 800 483-4522
 Para asistencia en
 español-ordenes,
 cobros o servicio
 de reparacion

BILLING SUMMARY

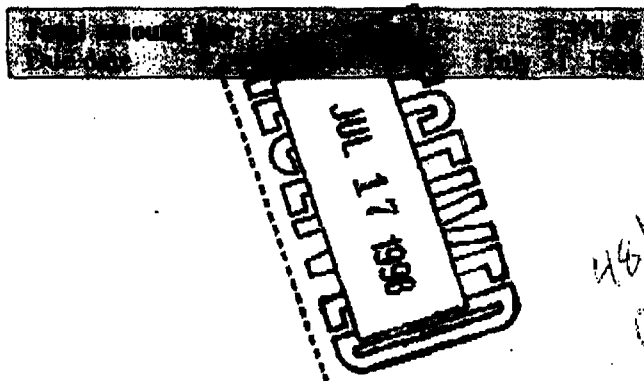
S G CREATIVE SERVICES

Previous charges
 Amount of last bill \$ 1372.97
 Payment received. Thank you. CR 1064.39
 Amount past due \$ 308.58

Current charges
 GTE basic service charges \$ 61.49
 Total current charges \$ 61.49

A 1.50% Late Payment
 Charge applies
 (Aug 7, 1998).

A PORTION OF THE
 TOTAL AMOUNT DUE
 IS PAST DUE. DUE
 DATE APPLIES TO
 CURRENT CHARGES
 ONLY.



Please see reverse side for additional information.

Detach and return this section with your check payable to GTE.

211*HBRDA1
 00049134 810000389768
 01-CA 2556
 9096252323 19980601

TELEPHONE NUMBER NON-PUBLISHED
 ACCOUNT NUMBER 012556118661503610

Please pay
 this amount. ▶

Total Amount Due \$ 370.07
 Due Date July 11, 1998

It's our
 privilege to
 serve you.

AC0707:14.415.95821 1 AV 0.238 07/16/98
 S G CREATIVE SERVICES
 3274 SOFTWIND DR
 CHINO HILLS CA 91709-1426

|||||
GTE California
 Payment Processing Ctr
 Inglewood, CA
 90313-0001

01 2556 1186615036 10N000000030858 00000037007 01

7000-070-005 67:9T 866T/0Z/10



PAGE 3 OF 6

TELEPHONE NUMBER 909 625-2323
ACCOUNT NUMBER 012556118661503610
BILL DATE July 7, 1998

PAYMENTS

- 1 Payment of \$ 500.00 received on Jun 14.
2 Payment of \$ 564.39 received on Jul 9.
Total payment(s) of \$ 1064.39 received.

GTE BASIC SERVICE (Jul 7 to Aug 7)

	Amount
3 Local service charge	\$ 19.22
4 Interstate Subscriber Line Charge	3.50
Total	\$ 22.72

Based on time and
amount of use.

GTE Local Calls**Local Call Summary**

Call area	Period	No. of init min.	Rate per init min.	No. of add'l	Rate per add'l min.	Amount
5 Local	Day 8am-5pm	320	.0400	482	.0100	17.62
6	Evening 5pm-11pm	82	.0280	550	.0070	6.13
7	Night 11pm-8am	46	.0160	282	.0040	1.85
8	Sat/Sun All day	included in Night charges				
Total						\$ 25.60

Total local calls \$ 25.60

We're making your bill easier to understand!

Over the next several months, you'll notice new, simplified phrases describing the service and charges on your bill. It's important to us at GTE that your phone bill is clear and comprehensive.

Miscellaneous Charges and Credits

Date	Description	Amount
9	Late payment charge on \$307.38 at 1.50%	\$ 4.61
Total		\$ 4.61

Basic Service Taxes and Surcharges

	Amount
10 Federal excise tax at 3.00%	\$ 1.70
11 Claremont city tax	2.84
12 Funding to support the Public Utilities Commission	.06
13 911 State tax	.35
14 ULTS Surcharge	1.19
15 Temporary surcharge as allowed by Public Utilities Commission	.68
16 California Relay Service and communications devices fund	.12
17 CHCF-A and CHCF-B	1.42